



Business Intelligence from Carefx

Enterprise
Performance
Management

Turn Data into Actionable Insight with Business Intelligence Dashboards

Throughput. Physician Scoreboards. Mortality. Patient Experience. Core Measures.

The fight is on to improve quality, safety, efficiency in this revolutionary era of meaningful use and healthcare transformation. But healthcare organizations can't go it alone. More than simple data, they need business intelligence (BI) to make rapid, accurate, evidence-based decisions.

Whether you're an executive or a clinician, you'll experience a significant boost in financial performance, workforce management, quality and patient outcomes.

With BI dashboards from Carefx*, you'll have the power to turn disparate data into actionable insights. Be better positioned to address meaningful use. Facilitate healthcare transformation and improve clinical and financial outcomes.

Consider the evidence at Cleveland Clinic:

>100,000 appointment slots added

>\$10m increase in net income

>75% decrease in call wait time

>\$5m annual reduction in nurse agency expense

"There's no place that I've been to that's achieved enterprise performance management better than the Cleveland Clinic."

Howard Dresner

Author of *Enterprise Performance Management* and Architect of the term, "Business Intelligence"

* Business Intelligence Dashboards from Carefx—originally developed and implemented by the Cleveland Clinic

The Power of Collaboration: Carefx, Cleveland Clinic and You

Imagine leveraging the rich but sometimes hidden treasure trove of data within your various transaction systems. Picture making more rapid, accurate and evidence-based decisions in finance, operations and clinical care.

The impossible dream? No longer – if you trust and invest in the business intelligence (BI) dashboards now available from Carefx, the leading provider of interoperable workflow solutions for the healthcare industry.

By reviewing strategic intelligence generated through dashboards designed and implemented by Cleveland Clinic, executives, clinicians and frontline managers can analyze and manage physician performance, patient experience and identify where to implement efficiencies for performance and clinical workflow gains.

A dashboard can focus on physician scorecards, core measures, mortality rates, throughput or patient experience. But each dashboard has one feature in common—it generates transparent, credible data for solving all-too-typical challenges in clinical care, finance and operations and patient experience.

A Twelve Year Legacy Continues...

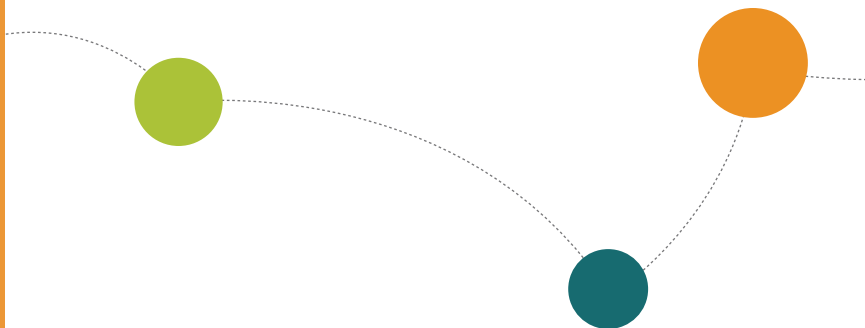
Cleveland Clinic speaks from experience and a twelve-year legacy of alignment and accountability. Its passion for mobilizing business intelligence to drive performance has produced solutions to its own challenges in patient access and financial performance.

Now, Carefx is building on that legacy— business intelligence dashboards, each designed to complement Carefx's Fusionfx solution suite, an interoperable workflow platform that generates real-time, composite views of patient information from multiple sources and systems.

Managing Enterprise Performance

BI dashboards make the most of your clinical database by indexing information that is drillable through your organization's specific Clinical and Location structure.

The result? Millions of valuable transaction data cells. A color-coded system of red, yellow and green lights and exclamation points guides you to critical information cells where special attention is required. In just a few mouse clicks, you can drill down from hospital-wide performance data to the performance of specific nursing units.



Increasing the Average Daily Census with the Throughput Dashboard

One of your throughput initiatives is targeting 30% of your patient discharges by 11:00 a.m. Which departments are hitting this target? Does this vary by type of discharge? Which Nursing Units within a department are having more success than others?

An intuitive click or two pinpoints the areas that need intervention to drive the change required for your initiatives to succeed. One screen displays the discharge metrics that, when highlighted, makes performance obvious, including department and unit views.

Seeing that the Surgery department is underperforming, one click takes you to the relative Surgical Nursing units, comparing their performance side-by-side. Why is unit CB4 succeeding, and what knowledge can be shared with the other units?



Key Benefits

- ▶ **Expertise:** Share in Cleveland Clinic's lessons for performance improvement through business intelligence dashboards and reputation as a low-cost, accountable, high-quality provider.
- ▶ **Comprehensive:** Address every critical dimension of financial, clinical and operations improvement - from patient access, nursing and throughput, to blood utilization, service line management and quality.
- ▶ **Executive Involvement:** Invite executives and managers to evaluate physician and department efficiencies, identify gaps in patient flow and target problems in quality, safety and patient experience.
- ▶ **Clinician Engagement:** Allow clinicians to compare personal patient flow averages against those of peers and best practices.
- ▶ **Financial Scrutiny:** Analyze financial data to better allocate resources, adjust staff or act on MS-DRG charges and rankings from affiliated hospitals.
- ▶ **Speed to value:** Experience out-of-the box, enterprise ready tools with time to solution in as little as 30 to 60 days, including hierarchy building, data mapping, hosting and training.
- ▶ **Minimal Resource Commitment:** Invest minimal resources thanks to a cost-effective software-as-a-service (SaaS) model and data feeds from your clinical database. Monthly licensing fees include hosting and product support.
- ▶ **Data drill downs:** With just a few mouse clicks, drill down to data on discharges, bed availability and daily census, as well as performance feedback on units, groups, facilities and product and service lines.
- ▶ **Quality focus:** Experience a coordinated business intelligence infrastructure that enhances data extraction, utilization, reporting and mining and assesses system-wide patient flow problems.
- ▶ **Remote access:** Tap into dashboards no matter what the time of day or where you happen to be through a remote accessibility feature.
- ▶ **Innovation:** Share fresh ideas on product enhancement, prioritization and design by focusing on core pain points – from documentation and coding, resource utilization and clinical effectiveness, to capacity management, patient safety and OPPE compliance.

“The Business Intelligence Solution, originally developed by Cleveland Clinic, has accelerated clinical, operational, and financial performance improvement at the Cleveland Clinic.”

Chris Donovan
Senior Director, Finance
Cleveland Clinic

Interoperable Workflow Solutions

Enterprise performance management through business intelligence dashboards represents just one element of Carefx's solution suite, which delivers standards-based, service-oriented workflow portals to hospitals, health systems, and HIEs.

Clinicians, executives and managers want tools like BI dashboards to improve clinical, business and financial performance. But they also crave solutions that automate referral management (Carefx's eReferral portal) and tackle common pain points — from medication reconciliation, messaging, quality measurement and reporting and results summaries, to personal health records, disease management, compliance and access.

Carefx is eager to share its vision for “simply advancing healthcare” through solutions that fit your mission, needs, priorities, culture and budget.



About Carefx Corporation

Carefx supports healthcare organizations in achieving their vision of advancing the quality and safety of patient care delivery through its Fusionfx suite of interoperable workflow solutions. Fusionfx streamlines and simplifies clinical and business workflow and connects care providers to the information they need – where, when, and how they need it. By managing care transitions and information gaps between diverse systems, departments and facilities, Fusionfx delivers crucial patient information with speed, efficiency and logic. Carefx supports more than 700 hospitals, health systems, regional health information organizations (RHIOs) and health information exchanges (HIEs) across North America and Europe.